

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

March 11, 2013
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Martha Drinan, RN, MN, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:45	Cultural Competency Committee Report	S. Chang- Ptasinski
IV	9:45 – 9:50	Clinical Quality Improvement ➤ OMD Report	C. Eisen
V	9:50 – 10:10	Client Congress	M. Alquijay
VI	10:10 – 10:15	State System Review – Feedback/Summary	S. Chang- Ptasinski T. Beyer
VII	10:15– 10:30	APS/CAEQRO Preparations/Pre-Review Documents	S. Chang- Ptasinski T. Beyer

Next Meeting

April 8, 2013
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	March 11, 2013
Place	550 S. Vermont Ave., 10th Floor	Start Time:	9:00 a.m.
Chairperson	Sandra Chang Ptasinski (Substitute)	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Anahid Assatourian; Barbara Paradise; Bertrand Levesque; Don Gonzales; Doris Benosa; Emilia Ramos; Gassia Ekizian; Jessica Wilkins; Kimber Salvaggio; Leah Carroll; Lisa Harvey; Lupe Ayala; Marc Borkheim; Marcy Pullard; Maria Gonzalez; Mary Ann O'Donnell; Mary Crosby; Michael Tredinnick; Michele Munde; Michelle Rittel; Misty Aronoff; Monika Johnson; Staci Atkins; Timothy Beyer; Trudy Washington		
WebEx Participants			
Excused/Absent Members	Alyssa Bray; Alan Lert; Angela Kahn; Ann Lee; Carol Eisen; Debi Berzon-Leitelt; Greg Tchakmakjian; Julie Agojo; Julie Valdez; Kari Thompson; Lisha Singleton; Martie Drinan; Martin Hernandez; Rashied Jibri; Rhiannon De Carlo; Rhonda Chabran; Vandana Joshi		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	S. Chang-Ptasinski
Review of Minutes	The minutes were reviewed.	Minutes were reviewed and approved with the requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: SA QIC members reviewed previous QI/QA documents and materials.	Next meeting: May 7, 2013.	B. Paradise
	SA 2 Adult: Rob Ulrich from LAC-DMH Compliance Program Audit Services Bureau will present on In Service on Compliance.	Next meeting: March 21, 2013.	K. Salvaggio
	SA 2 Children: SA QIC members reviewed previous QI/QA documents and materials.	Next meeting: April 18, 2013	M. Rittel
	SA 3: SA QIC members reviewed previous QI/QA documents and materials. Melody Taylor will no longer be SA 3 Co-Chair.	Next meeting: March 19, 2013.	B. Levesque
	SA 4: Rob Ulrich from LAC-DMH Compliance Program Audit Services Bureau presented on DMH P&P 112.05. Members reviewed and discussed previous QI/QA documents and materials.	Next meeting March 19, 2013.	A. Assatourian
	SA 5: Members discussed the County Performance Outcomes and Executive Summary. Implementation Status Reports from PRO and Change of Provider Request were discussed as well.	Next meeting: May 7, 2013.	M. Johnson
	SA 6: Information from previous QIC meetings and State System Review exit session was disseminated.	Next meeting: March 20, 2013.	S. Atkins
	SA 7: Ms. Ayala reported that Office of medical director is working on continuity of care. Revenue Management Bulletins were discussed as well.	Next meeting: March 12, 2013.	L. Ayala

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports Continue	SA 8: Information from previous meetings was disseminated. Beginning discussion on new project.	Next meeting: March 20, 2013.	M. Aronoff
Countywide Children's	Ms. Trachtenberg talked about different audit's going on at the county level, and that providers should be aware of county funding sources for the programs. Dr. Joshi presented on the EPSDT monthly data accessed by providers. The issue concerned provider's problems accessing the COGNOS data. The problem has been resolved and Dr. Joshi explained that from today forward the data will be easily accessible via excel tables in the IS as posted by the QID Data Unit.	Next meeting: May 9, 2013. The data will be posted quarterly. A WebEx will be scheduled in the near future to detail the new process.	L. Harvey
Cultural Competency Committee	Dr. Chang-Ptasinski introduced the new CCC Co-Chairs, Dr. Michael Tredinnick and Dr. Leticia Ximenez. Cultural Competency Committee members continued discussion on the 4 work-groups, 1. Maintain the CC e-News Column, 2. California Reducing Disparities Reports – Similarities and Differences, 3. Reduction of Criminalization via Needs Assessment, and 4. Training Recommendations for inclusion of Spirituality and Family Integration Model.	Next meeting: March 13, 2013. 695 S. Vermont Ave., 15 th Floor at 1:30 – 3:30 pm.	S. Chang - Ptasinski
Clinical Issues OMD Report E-Prescribing	Ms. O'Donnell reported that a clarification will be forthcoming regarding the impact of e-prescribing on contract providers. Also Ms. O'Donnell reported that Peer Review Report should be finalized by next Dept. QIC meeting. One finding was that the Outpatient Meds Review did not include all current medications and was not signed within last 12 months.	Ms. O'Donnell emphasized the importance of monitoring medications indicating that side effects from psychotropic medications are one of the leading causes of malpractice lawsuits.	M. O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Client Congress	Dr. Alquijay reported on the Client Congress Advisory Group, which meets quarterly. The Client Congress Committee meets to discuss issues concerning client voice in all matters of service delivery. A forum is coming in June for consumers and professionals to come together and discuss/vote on issues that the Empowerment & Advocacy Division should work on as priorities over the next couple of years. Ms. Alquijay also announced a Client Leadership Training Program that is four months in duration. The program teaches consumers how to make important personal changes within themselves for wellness and resiliency.	Next meeting: April 8, 2013. Client Congress Forum will be held on June 28, 2013.	M. Alquijay
State System Review – Feedback/Summary	The State System Review Exit Meeting was held on 2/11/13. At this meeting the Site Review Team provided preliminary information on those items determined to be out-of-compliance. For Section I, Quality Improvement, one (1) item (out of 21) was found to be out-of-compliance. The State Protocol requires: Goals have been set and mechanisms established to monitor timeliness of routine Mental Health appointments. This is a System wide issue. Guidelines are being developed.		T. Beyer
APS/EQRO Preparations/Pre-Review Documents	CAEQRO will be here on April 29, and April 30 th . Pre-documents requested are: Dept. QIC minutes, SA QIC minutes, and those minutes are read prior to their arrival. The QI Work Plan format has been revised. There is detailed information on numerators, denominators, the formula for each measures, the data source (s), and the significance of the goal/objectives. The Executive Summary and the QI Work Plan Goals were distributed to the membership.	QI Work Plan and Evaluation Report will be posted on the QI website.	T. Beyer

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Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Announcements:	None		
Handouts	<ul style="list-style-type: none">➤ Executive Summary for QI Evaluation Report, March 2013 and QI Work Plan for 2013, – Outcome Measure Description➤ Client Congress Information➤ Save the Date Flyer: Client Congress Forum – June 28th, 2013		
Next Meeting	April 8, 2013		

Respectfully Submitted,

Sandra Chang-Ptasinski, Ph.D.